

New Data Available on Quality of Care in Maryland Hospitals

Maryland Hospital Performance Evaluation Guide Now Includes Patient Ratings of Specific Hospital Services and Seasonal Influenza Vaccination Rates for Health Care Workers

Commission's web-based Hospital Guide provides tool for comparing quality measures at 46 Maryland acute care hospitals

Maryland Health Care Commission News Release

Baltimore, MD (July 15, 2010) Important new data about the quality of care provided in Maryland hospitals have been added to the Maryland Health Care Commission's Hospital Guide website, <http://mhcc.maryland.gov/consumerinfo/hospitalguide/index.htm>. The new additions to the web-based Hospital Guide include valuable information regarding how patients rate the care they receive at Maryland hospitals by major clinical services (maternity, medical, and surgical services), as well as the number of hospital health care workers who received seasonal influenza vaccinations. Marilyn Moon, Ph.D., Chair of the Commission, noted that "publicly reporting timely and important information about quality will assist consumers in making informed choices about their health care and provide hospitals with performance benchmarks that can assist in their quality improvement activities."

The patient experience data reported on the Hospital Guide is from the HCAHPS (*Hospital Consumer Assessment of Healthcare Providers and Systems*) survey, a standardized, national survey of patients' perspectives of hospital care. Maryland was one of three states that participated in the development and testing of the HCAHPS survey. The survey asks discharged patients 27 questions about their recent hospital stay, including key aspects of their care: communication with nurses and doctors; responsiveness of hospital staff; cleanliness and quietness of the hospital environment; pain management; communication about medications; discharge information; overall rating of the hospital; and, if they would recommend the hospital. The ratings come from surveys completed by approximately 41,000 patients discharged from Maryland's 46 acute care hospitals during calendar year 2009, and for the first time include patients' ratings of the care they received for specific clinical services, including maternity, medical, and surgical services.

Overall, 64% of patients indicate that they would definitely recommend the Maryland hospital where they received care. For maternity services, 68% of patients responded to the patient satisfaction survey by stating that they would definitely recommend the hospital to friends and family. Sixty-two percent (62%) of medical service patients indicate that they would definitely recommend the hospital; 66% of surgical service patients indicate that they would definitely recommend the hospital.

Data on the number of hospital health care workers who received seasonal influenza vaccinations during last year's seasonal flu season have also been added to the Hospital Guide. The Centers for Disease Control and Prevention have long recommended annual influenza vaccinations for all health care workers. The National Quality Forum includes influenza vaccination of health care workers as one of its 34 safe practices that should be utilized universally to reduce risk to patients. For the 2009-2010 flu season, 78% of Maryland hospital health care workers received the seasonal influenza vaccination. The Commission's Hospital Guide website also includes information on how each Maryland hospital performs on 14 "process of care" measures covering care for patients with heart attacks, heart failure, and pneumonia. For surgical patients, the Hospital Guide reports on 8 process of care measures designed to improve the outcomes of surgery, including prevention of infections, management of heart drugs during the perioperative period, and prevention of blood clots. Clinical outcomes are assessed using 30-day risk-adjusted mortality for heart attack, heart failure, and pneumonia patients. Additional

information available on the Hospital Guide includes hospital location and website address, number of licensed beds by service, accreditation status, leading causes of hospitalization, Active Surveillance Testing for MRSA in ICUs, maternity and newborn services available, and a *Hospital Pricing Guide*.

About the Maryland Health Care Commission

The Maryland Health Care Commission is a 15-member independent regulatory agency whose mission is to plan for health system needs, promote informed decision-making, increase accountability, and improve access in a rapidly changing health care environment by providing timely and accurate information on availability, cost, and quality of services to policy makers, purchasers, providers and the public. The 15 Commissioners are appointed by the Governor with the advice and consent of the Maryland Senate. The Commission's vision for Maryland is to ensure that informed consumers hold the health care system accountable and have access to affordable and appropriate health care services through programs that serve as models for the nation.

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